

Memorandum

Date: December 31, 2017

To: LAX Ramp Agents

From: Anthony Gregory

Subj: **State of Operational Emergency**

We have received an unusually high number of sick calls, etc. this afternoon/evening from our Ramp Employees. We have an obligation to our Customers and to our fellow Employees to safely and efficiently run our operation. Therefore, due to the personnel shortage, I am declaring LAX in a **State of Operational Emergency** effective 20:05 PST on 12/31/2017.

1. Due to the emergency, Ramp Agents alleging illness will be required to provide a doctor's note indicating when the doctor was seen and confirming that the Employee was unable to work on the dates he claimed illness. Ramp Agents who fail to provide a doctor's note will be scheduled for a fact-finding meeting and subject to discipline up to and including termination. The only exception to this requirement is where the Company is aware that the Employee was unable to work (e.g. He has a broken leg).
2. Due to the emergency, Ramp Agents requesting a CA Protected Sick Leave/Kin Care will need to meet the reporting requirements and substantiate the reason for the need (i.e., letter from hospice center verifying attendance to visit sick parent).
3. Due to the emergency, the Company will deny requests for reported personal absence (RPA). Ramp Agents will be directed to work their regular shift. Failure to comply will be considered insubordination and will result in termination.
4. Due to the emergency (lack of names in the overtime book, call book exhausted, and lack of volunteers), we will use mandatory overtime (Article 7, para I (6)) regardless of the Employee's status. If an Employee refuses to work the mandatory overtime, failure to comply will be considered insubordination and will result in termination.

This Operational Emergency will remain in place until it is lifted by memo from me advising of the same. This is not the type of communication I (or any Leader) want to issue, but it is necessary to get the Ramp Agents back on track in order to serve our Customers.